

IN THE CLAIMS

1. (Previously Presented) A system to remotely access a service center, the system comprising:

at least one force management system;

at least one softswitch that transmits information to and receives information from the at least one force management system; and

at least one service terminal at a remote location connected over an internet to the at least one softswitch.

2. (Currently Amended) The system of claim 1,

wherein the at least one softswitch comprises ~~has~~ a switching fabric for switching voice-over-IP telephone calls.

3. (Original) The system of claim 1,

wherein the remote location is provided with notice of an invitation to work as a service center agent.

4. (Currently Amended) The system of claim 1,

wherein a-virtual private network (VPN) technology is used to provide security for access over the internet.

5. (Currently Amended) The system of claim 1,

wherein the service center is a call center that processes ~~telephone~~ phone-call service requests.

6. (Currently Amended) The system of claim 5,

wherein the ~~telephone~~ phone-call service requests are incoming phone calls.

7. (Currently Amended) The system of claim 1,

wherein the information received by the at least one softswitch from the at least one force management system is at least one configuration change ~~for of the~~ at least one softswitch ~~for increasing efficiency of handling to more efficiently handle~~ service requests.

8. (Previously Presented) The system of claim 7,

wherein the at least one configuration change adjusts at least one wait time statistic added to at least one statistic of a service request in a queue.

9. (Previously Presented) The system of claim 7,

wherein the at least one configuration change adjusts a grouping of human service agents into at least one workforce.

10. (Previously Presented) A method of remotely accessing a service center, the method comprising:

providing a connection between at least one force management system and at least one softswitch;

transmitting information from the at least one softswitch to the at least one force management system;

receiving information at the at least one softswitch from the at least one force management system; and

providing a connection between at least one service terminal at a remote location and the at least one softswitch over an internet.

11. (Currently Amended) The method of claim 10,

wherein the at least one softswitch comprises ~~has~~ a switching fabric for switching voice-over-IP telephone calls.

12. (Original) The method of claim 10,

wherein the remote location is provided with notice of an invitation to work as a service center agent.

13. (Currently Amended) The method of claim 10,

wherein ~~a~~-virtual private network (VPN) technology is used to provide security for access over the internet.

14. (Currently Amended) The method of claim 10,

wherein the service center is a call center that processes telephone ~~phone~~-call service requests.

15. (Currently Amended) The method of claim 14,

wherein the ~~telephone~~ phone-call service requests are incoming phone calls.

16. (Currently Amended) The method of claim 10,

wherein the information received by the at least one softswitch from the at least one force management system is at least one configuration change ~~for of the~~ at least one softswitch for increasing efficiency of handling ~~to more efficiently handle~~ service requests.

17. (Previously Presented) The method of claim 16,

wherein the at least one configuration change adjusts at least one wait time statistic added to at least one statistic of a service request in a queue.

18. (Previously Presented) The method of claim 16,

wherein the at least one configuration change adjusts a grouping of human service agents into at least one workforce.

19. (Previously Presented) A method of remotely accessing a service center, the method comprising:

providing a connection between at least one force management system and at least one softswitch;

transmitting information from the at least one force management system to the at least one softswitch;

receiving information at the at least one force management system from the at least one softswitch; and

providing a connection between at least one service terminal at a remote location and the at least one softswitch over an internet.

20. (Currently Amended) The method of claim 19,

wherein the service center is a call center that processes telephone ~~phone~~-call service requests.